CATLIN
Underwriting Ambition

Catlin Australia Pty Ltd
Claims process

1. Within 10 business days of receipt of the claim, we will decide to accept or deny the claim and notify the customer of our decision, if we have received all necessary information at the time the claim is lodged and no further assessment or investigation is required.

2. The following standards apply to all claims where further information, assessment or investigation is required.

    a) Within 10 business days of receiving the claim, we will:
        i) notify the customer of the detailed information we require to make a decision on the claim;
        ii) if necessary, appoint a loss assessor/loss adjuster; and
        iii) provide an initial estimate of the time required to make a decision on your claim.
    b. If we decide to appoint a loss assessor/loss adjuster and/or investigator, we will notify the customer within 5 business days of appointing them.
    c. We will keep the customer informed of the progress of the claim, at least every 20 business days.
    d. We will respond to the customer's routine requests for information within 10 business days.
    e. When we have all necessary information and have completed all investigation that was required to assess the claim, we will decide to accept or reject the claim and notify the customer of our decision within 10 business days.

3. If these time frames are not practical due, for example, to the complex nature of your claim we will agree reasonable alternative time frames with the customer. If we cannot reach an agreement the customer can access our complaints handling procedures.

Please contact:
The Claims Manager
Catlin Australia Pty Ltd
Level 19
83 Clarence Street
Sydney, NSW 2000

Tel: 02 8235 5100